ARIES Workforce Alert

Release 07/27/2022

Good afternoon:

The ARIES team would like to share some important information for system users.

A release is scheduled for Thursday, July 28, 2022. This should result in the reduction of problems that users encounter. The ARIES team will update the user community once testing has been completed.

The following issues are resolved:

- Enrollments re-opened in ARIES: There were some enrollments that were reopened by the helpdesk staff. This was done so that case managers could enter the information needed to close the case or continue the enrollment.

- o The system errors are resolved.
- o Those enrollments were extended to 8/1/2022.
- o If the case managers have not entered the correct information to keep the enrollment open or entered the correct closure information the enrollment will close 8/1/2022.
- o *Beginning 8/1/2022 the ARIES helpdesk will seek the approval of the program area before an enrollment will be re-opened. This will be done to ensure data integrity and that workforce policy is being followed.*

- Trade Enrollments: The necessary work has been completed to correct the issues with Trade program eligibility and enrollment.

- o Customer records that were affected by not having a TAA application have now been corrected.
- o This will allow services to now be entered for those customers.

Helpful Hint:

The "View Ohio Benefits Details" button on the "Assistance Tab" that allows case managers to check benefit status in Ohio Benefits requires that a valid SSN be present in ARIES. If the SSN is not part of the customer record the check needs to be done outside of the system. Note: while SSN is not required to be provided it is strongly encouraged that case managers make every attempt to get the SSN.

Sincerely,

The ARIES Team